

One-day Benchmarking Training and Workshop

Workshop to launch a benchmarking study

Benchmarking is an important part of improving performance by comparing our performance and practice with that of others - through benchmarking we can understand how we are performing, how others are performing, understand why differences in performance might have arisen and then make improvements based on good practice.

There is a strong methodological approach to benchmarking and in this one-day workshop you and your team will learn about how to apply this methodology to your own practices and you will do the initial groundwork to prepare for your benchmarking study.

Designed for:

This course is aimed at, and can be beneficial to, everyone within the organisation, from managers, to executives, to specialists, to administration staff.

Team applications are welcomed and the course schedule can be arranged to suit the timescales of the team.

Aims and Objectives of the Training and Workshop

The aim of the day's training and workshop is to enable the participants to conduct a benchmarking exercise, in order to improve internal practices, which in turn will improve service/operational performance.

The session will cover the following:

- What Benchmarking is
- The Benchmarking methodology
- Assessing the need for change
- Identifying Stakeholders
- Identifying opportunities
- Identifying Benchmarking partners
- Capturing Benchmarking data
- Preparing for and conducting a Benchmarking visit
- Analysing the visit findings
- Acting on the analysis and making changes to practices

Using the prework to select a project area, the workshop will represent the launch of a Benchmarking study, which will be executed following the workshop. The study may span several weeks and will involve the participants in additional activities.

“We gained a greater understanding of the benchmarking process, which was clearly delivered. It gave clarity to procedures to be followed/implemented, to lead to a successful benchmarking exercise.”

Delegate comment, Local Authority

Pework

The workshop is intended to demonstrate practically the application of the Benchmarking methodology in the areas represented at the session.

In order to do so, you are requested to give prior consideration to the areas that you could benchmark. Prepare a list of three to five candidate areas to bring to the workshop that would benefit from a Benchmarking exercise. You should agree these selected areas with your manager and team.

You should be able to justify your selection by being able to show evidence of some performance deficit or a demand for improvement from some party.

The European Benchmarking Code of Conduct provides a concise definition:

Benchmarking is simply about making comparisons with other organizations and then learning the lessons that those comparisons throw up



***Benchmarking is not new
– but we can still learn how to do it well***

Course deliverers:

This course is managed and delivered by the Burge Hughes Walsh Partnership.

The Burge Hughes Walsh Partnership (BHW) offers training and consultancy in the field of process and operations management improvement. Clients have included The Office for National Statistics, The General Register Office, Companies House, Network Rail and various local councils. In the private sector, client companies include BAE Systems, AgCo, Rolls-Royce, Lisi-aerospace and many others.

BHW's portfolio includes Lean process improvement, Six Sigma, systems design, benchmarking and the use of the Business Excellence Model. 'Soft' skills training and personal development includes team-building, facilitation skills, communication skills, leadership and self-directed team development.

For more information on the Burge Hughes Walsh Partnership, follow the link:
www.burgehugheswalsh.co.uk .